

(11/00)

Attachment to Amendment dated June 8, 2001

Marked-up Claims 1-14

1. (Amended) A method of providing support to a mobile communications unit comprising the steps of

- [•] generating a support request at said mobile unit,
- [•] sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- [•] receiving said support message at said remote support location,
[characterized in that said method further comprises the steps of]
- [•] generating support information enabling solving of said one or more problems at least partially, and
- [•] providing said support information at said mobile unit.

2. (Amended) A method according to claim 1, wherein [characterized in that] said support request is generated on the basis of one or more of the following

- [•] a user action,
- [•] a message received from said remote support location,
- [•] any internal event like a timer event, an error event, etc., or
- [•] a status check performed at a regular time interval.

3. (Amended) A method according to claim 1, wherein [claims 1 - 2, characterized in that] said support information is provided to the mobile unit by sending a message containing update and/or support information enabling the mobile unit to perform an automatic update of the settings thereby correcting said one or more problems.

4. (Amended) A method according to claim 1, wherein [claims 1 - 3, characterized in that] said support information is comprised in an SMS message.

5. (Amended) A method according to claim 1, wherein [claims 1 - 4, characterized in that] said support information comprises information regarding/representing one or more of the following

- [•] one or more unit settings/parameters,

- [•] unit identification,
- [•] status of said mobile unit,
- [•] an internal state of said mobile unit,
- [•] at least one error code,
- [•] at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- [•] which hardware/physical/functional units/modules that are or have been connected with said mobile unit, or
- [•] other relevant information.

6. (Amended) A method according to claim 1, wherein [claims 1 - 5, characterized in that] said mobile unit is a mobile phone.

7. (Amended) [An] A method according to claim 1, wherein [claims 1 - 6, characterized in that] said sending of said support message to said remote support location is based on contact information relating to a phone number or an IP address, and [that] said contact information is one or more of the following

- [•] stored in the mobile unit,
- [•] stored on a SIM card,
- [•] entered by a user, or
- [•] a part of said message received from said remote support location.

8. (Amended) A system for providing support to a mobile communications unit comprising

- [•] means [(403)] for generating a support request at said mobile unit,
- [•] first communications means [(404)] for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- [•] second communications means [(405)] for receiving said support message at said remote support location, [characterized in that said system further comprises]
- [•] means [(406)] for generating support information enabling solving of said one or more problems at least partially, and

- [•] means for providing said support information at said mobile unit via said second communications means [(405)].

9. (Amended) A system according to claim 8, wherein [characterized in that] said support request is generated on the basis of one or more of the following

- [•] a user action,
- [•] a message received from said remote support location,
- [•] any internal event like a timer event, an error event, etc., or
- [•] a status check performed at a regular time interval.

10. (Amended) A system according to claim 8, wherein [claims 8 - 9, characterized in that] said support information is provided to the mobile unit by sending a message containing update and/or support information via second communications means [(405)] enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

11. (Amended) A system according to claim 8, wherein [claims 8 - 10, characterized in that] said support information is comprised in an SMS message.

12. (Amended) A system according to claim 8, wherein, [claims 8 - 11, characterized in that] said support information comprises information regarding/representing one or more of the following

- [•] one or more unit settings/parameters,
- [•] unit identification,
- [•] status of said mobile unit,
- [•] an internal state of said mobile unit,
- [•] at least one error code,
- [•] at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- [•] which hardware/physical/functional units/modules that are or have been connected to said mobile unit, or
- [•] other relevant information.

13. (Amended) A system according to claim 8, wherein [claims 8 - 12, characterized in that] said mobile unit is a mobile phone.

14. (Amended) A system according to claim 8, wherein [claims 8 - 13, characterized in that] said sending of said support message to said remote support location via said first communication means [(404)] is based on contact information relating to a phone number or an IP address, and that said contact information is one or more of the following

- [•] stored in the mobile unit,
- [•] stored on a SIM card,
- [•] entered by a user, or
- [•] a part of said message received from said remote support location.

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